

**THE EMBODIMENTS OF THE INVENTION IN WHICH AN EXCLUSIVE
PROPERTY OR PRIVILEGE IS CLAIMED ARE DEFINED AS FOLLOWS:**

1. A system for providing a secondary user with an interview, said system comprising:
 - (a) a questionnaire provided by a primary user, said questionnaire including a plurality of questions;
 - (b) a predefined weighting function associated with said questions;
 - (c) a server operatively coupled with said secondary user, said server for providing said questionnaire to said secondary user for performing said interview;
 - (d) memory associated with said server for storing results of said interview; and
 - (e) a processor associated with said server for applying said predefined weighting function to said results of said interview for calculating a secondary user score, wherein if said secondary user score meets predefined criteria said secondary user proceeds to a second interview stage.
2. A system as defined in claim 1 wherein said secondary user is provided with a personal identification number (PIN) before proceeding to said second interview stage, said PIN for identifying said secondary user.
3. A system as defined in claim 2 wherein said second interview stage includes a further plurality of questions comprising a first and a second set, said first set including questions to be asked of a plurality of said secondary users and said second set including questions to be asked of said secondary user in accordance with said PIN.
4. A system as defined in claim 3 wherein said processor selects ones of said plurality of questions in accordance with said PIN, wherein said selected questions are associated with said secondary user.

5. A system as defined in claim 4, wherein said questionnaire is provided to said secondary users via a computer network.
6. A system as defined in claim 5, wherein said computer network is the Internet.
7. A system as defined in claim 4, wherein said questionnaire is provided to said secondary users via a telephone network.
8. A system as defined in claim 4, wherein said PIN is provided to said secondary user for later use by said secondary user.
9. A system as defined in claim 8, wherein said secondary user utilises said PIN for identification upon establishing a connection with said second interview stage.
10. A system as defined in claim 4, wherein said system seamlessly establishes a connection between said secondary user and said second interview stage in real time.
11. A system as defined in claim 4, wherein said memory comprises a database for storing and managing said results of said interview.
12. A system as defined in claim 11, wherein said database provides report generation.
13. A system as defined in claim 12, wherein said report generation comprises preparing said report and transmitting said report via facsimile.
14. A system as defined in claim 12, wherein said report generation comprises preparing said report and transmitting said report via a digital storage medium.

15. A system as defined in claim 14, wherein said digital medium comprises e-mail, magnetic storage devices, and optical storage devices.
16. A system as defined in claim 11, wherein said database provides structured query language (SQL) searches.
17. A system for providing a tertiary user with an interview, said system comprising:
- (a) a questionnaire provided by a primary user, said questionnaire including a plurality of questions;
 - (b) a personal identification number (PINs) associated with a secondary user, said PIN for identifying said secondary user;
 - (c) a server operatively coupled with said secondary user, said server for providing said questionnaire for performing said interview, wherein said tertiary user is connected with said interview via said secondary user;
 - (d) memory associated with said server for storing results of said interview; and
 - (e) a processor associated with said server for selecting ones of said plurality of questions in accordance with said PIN, wherein said selected questions are associated with said secondary user.
18. A system as defined in claim 17, wherein said memory comprises a database for storing and managing said results of said interview.
19. A system as defined in claim 18, wherein said database provides report generation.
20. A system as defined in claim 19, wherein said report generation comprises preparing said report and transmitting said report via facsimile.
21. A system as defined in claim 19, wherein said report generation comprises preparing said report and transmitting said report via a digital storage medium.

22. A system as defined in claim 21, wherein said digital medium comprises e-mail, magnetic storage devices, and optical storage devices.
23. A system as defined in claim 18, wherein said database provides structured query language (SQL) searches.
24. A system as defined in claim 17, wherein said questions further include questions provided to said tertiary users regardless of said PIN.
25. A system as defined in claim 17, wherein said primary user is a company or employee thereof, said secondary user is a customer support representative and said tertiary user is a client.
26. A method for interviewing a secondary user, said method comprising the steps of:
- (a) providing a questionnaire from a primary user, said questionnaire including a plurality of questions;
 - (b) recording a response from said secondary user;
 - (c) applying a predefined weighting function associated with said plurality of questions;
 - (d) automatically calculating a secondary user score in accordance with said predefined weighting function, wherein if said secondary user score meets predefined criteria said secondary user proceeds to a second interview stage.
27. An on-line method for setting up an automated interview comprising the steps of:
- (a) logging on to a predefined web site;
 - (b) selecting a set of interview questions to be asked of a potential interviewer from a predefined list of questions; and
 - (c) submitting said selected set of interview questions to a questionnaire creator for generating said automated interview.

28. A method as defined in claim 27, including the additional steps of creating and submitting a customized question.
29. A method as defined in claim 28, wherein said questions are capable of being posed in a plurality of different languages in accordance with predefined criteria.
30. A method as defined in claim 29, wherein said automated interview is conducted via a telephone using interactive voice response.
31. A method as defined in claim 29, wherein said automated interview is conducted via a computer using the Internet.

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